



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION PROGRAM MANAGER, SENIOR HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for the overall management and coordination of the Department's Disaster Relief program, National Incident Management System (NIMS), Continuity of Operations Plan (COOP) and the agency's Limited English Proficiency (LEP) program. Reports to the Administrative Support Bureau Supervisor.

ESSENTIAL JOB FUNCTIONS

Manages the agency's first response emergency shelter team; coordinates the disaster relief program, to include assigning agency staff to shelter teams and coordinating related emergency response training for staff. Develops the emergency response plan to include evacuation and fire procedures; recommends priorities, goals and long range objectives pertaining to disaster relief programs and maintains and updates information including plans, shelter duty personnel rosters and resource documents.

Coordinates the LEP efforts to include developing and implementing policies and procedures; facilitates staff training; coordinate interpretive services with vendors.

Serves as a liaison to federal, state and local agencies, state communities, professional boards and task force groups; collaborates with other agencies to develop and coordinate resources in order to establish effective working relationships; and receives and make appropriate referrals. Monitors and analyzes the effectiveness of service delivery within department; prepares reports as needed. Remains abreast of initiatives and best practices related to disaster relief.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Emergency Management - Knowledge of general emergency management principles and practices to include the Emergency Management System (EMS), National Incident Management System (NIMS) and related Red Cross programs.
- Strategic Planning - Knowledge of strategic planning principles and theories to ensure competitive advantage and profitability.

REQUIRED SKILLS

- Critical Thinking – Using logic and reasoning to understand, analyze, and evaluate complex situation and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Judgment/Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

REQUIRED ABILITIES

- Communication – Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.
- Time Management – Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Human Services, Public Administration, Urban Management, or a related field and 3-5 years of experience in research, analysis and program development, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.